

Operations and Systems Analyst

Role Summary: This is analytical work in the administration or operation of computer(s) or groups of computers, troubleshooting and improving operating systems, and monitoring the usage and workload of the computer systems and auxiliary equipment. Operational procedures of computer applications are analyzed to determine potential for automation to improve efficiency or correct recurring errors. Problems with operational functions and application performance are analyzed to determine when situations require changes or enhancements to be designed, tested and implemented. Updates to operational software or new utilities to optimize systems performance are installed requiring analysis of impact to existing computer systems and languages and other applications. Overall system functions are reviewed for performance failures, slowdowns, and space shortages and corrective actions are determined. This may involve tuning of existing functions within the computer operational systems or determining new products or changes from vendors to alleviate situations.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Develops and maintains strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technology Support/ Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Solution Development / Technical Knowledge	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	<p>Conveys ideas in a clear manner using terminology that is easily understood by the customer.</p> <p>Communicates in methods appropriate to the situation or audience.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Interprets information and seeks clarification.</p> <p>Seeks input and ensures mutual understanding.</p> <p>Presents information to the client in a manner that ensures communication is clear.</p> <p>Explains programs, policies and procedures using terminology that is easily understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.</p> <p>Communicates and interacts with hardware and software vendors as appropriate to solve problems.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Understands the underlying dynamics of situations and adapts communication style</p> <p>Translates advanced technical issues into layman's terms for non-technical users.</p> <p>Uses persuasion and negotiation to build cooperation and consensus towards decisions.</p> <p>Interacts with hardware and software vendors to solve problems.</p>
Consulting	<p>Understands user needs through discussion and offers suggestions to resolve problems or issues.</p> <p>Determines client needs and effectively communicates back to technical experts.</p> <p>Acts as technical resource to others within work specialty.</p>	<p>Works collaboratively with customer to identify issues and alternative solutions.</p> <p>Conducts research, identifies relevant tools, seeks expertise of others to resolve problem.</p> <p>Seeks feedback and/or evaluates project or service to determine if customer needs were met.</p>	<p>Regularly provides expertise and counsel to internal/external customers.</p> <p>Analyzes and incorporates market and industry trends and best practices in areas of technology.</p> <p>Advises decision -makers regarding impact of such on long-range strategic goals.</p> <p>Understands relationships and dynamics of information technology on the organization and its service delivery.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
<i>Customer Service</i>	<p>Demonstrates ownership of customer issues.</p> <p>Accessible to the customer and provides prompt, attentive service.</p> <p>Understands customer needs and independently seeks solutions.</p>	<p>Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency.</p> <p>Independently identifies options, develops solutions and takes action when responding to customer needs.</p> <p>Assesses or checks with customer to ensure solution meets need.</p>	<p>Proactively seeks to provide customer satisfaction.</p> <p>Looks for ways for self and others to optimize service delivery and meet customer needs.</p> <p>Develops creative solutions to respond to service needs.</p> <p>Identifies ways to streamline processes and link resources for efficient and effective customer service.</p>
<i>Organizational Awareness</i>	<p>Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit.</p> <p>Understands the basic mission of the organization and work unit.</p> <p>Recognizes how work units work together.</p>	<p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals.</p> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization</p> <p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p>Identifies changing organizational needs and adapts service delivery accordingly.</p> <p>Identifies the functions and relationship of work units to each other.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
<i>Planning & Organizing</i>	<p>Works independently on assigned tasks.</p> <p>Sets own work schedule and monitors progress against defined parameters.</p> <p>Understands objectives and priorities related to activities and tasks.</p> <p>Recognizes and obtains required equipment and/or materials that are needed to do the job.</p>	<p>Assesses project/assignment requirements.</p> <p>Manages time to accomplish complex tasks within established timeframes.</p> <p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate.</p> <p>Devises alternative solutions when obstacles or problems arise.</p> <p>Identifies and secures equipment, materials, and/or training needed to perform tasks.</p>	<p>Identifies critical activities and tasks needed to plan and organize the day-to-day work of others.</p> <p>Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively.</p> <p>Develops timelines for project or task completion.</p> <p>Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts.</p> <p>Ensures that required equipment, material and/or training are available for self and others.</p>
<i>Technical Support</i>	<p>Able to integrate and coordinate elements of technology support area.</p> <p>Implements standard diagnostics and routine operational problem resolution actions after determining problem</p> <p>Solicits relevant information from client in order to sufficiently describe non-routine problems for technical support, if necessary.</p>	<p>Resolves routine and some non-routine problems and performs diagnosis on software and/or hardware</p> <p>Identifies underlying issues related to client problems requiring in-depth analysis. Documents solutions for future reference.</p> <p>Integrates knowledge and skills from a range of technologies to address work assignments.</p> <p>Identifies recurring problems and assists in developing solution.</p>	<p>Develops solutions that address the origin of the problem thus eliminating recurrence.</p> <p>Detects trends and cause-effect relationships.</p> <p>Demonstrates knowledge of other technology areas and integrates into the development of solutions.</p> <p>Makes suggestions for technical modifications to prevent future problems.</p> <p>Develops and implements information technology solutions to enhance organizational success.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
<i>Project Management</i>	<p>Manages one component or module of an established project.</p> <p>Ensures timely completion of assigned tasks by adhering to time schedules and deadlines. .</p>	<p>Manages a module of a larger project or is responsible for projects of limited complexity by establishing timelines and milestones.</p> <p>Solve problems that arise during project completion. Manage daily workload in conjunction with project objectives.</p> <p>Works with and manages those assigned to project team (supervisory relationship may or may not exist).</p> <p>Periodically review project resources and ensure resources are used appropriately.</p> <p>Negotiates new or revised project timelines and/or outcomes.</p> <p>Evaluate successful and unsuccessful outcomes and implications of each.</p>	<p>Manages complex projects with far reaching impact; manage multiple complex projects at one time.</p> <p>Collaborates with others to avoid or overcome problems and obstacles.</p> <p>Direct the work of others with some latitude on actions and decisions.</p> <p>Solicits and incorporates input and support from project sponsor.</p> <p>Lead implementation efforts to project completion.</p>
<i>Teamwork</i>	<p>Actively contributes to team: offers suggestions, opinions, and information.</p> <p>Considers ideas of other team members; support team decisions.</p> <p>Accepts responsibility for actions.</p>	<p>Encourages input from team members.</p> <p>Understands the dynamics of teams: Values and uses individual differences and talents of team members.</p> <p>Identifies barriers and resources to achieve team goals.</p> <p>Constructively resolve conflict between team members or with other teams.</p>	<p>Integrates teamwork philosophy into program development and strategic planning.</p> <p>Leads team efforts and assesses the skills and strengths of individuals on the team.</p> <p>Proactively models commitment of team decision-making processes.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
<i>Technical Solution Development/ Technical Knowledge</i>	<p>Demonstrates understanding of technology principles and own specialty.</p> <p>Integrates and coordinates elements of their specialty</p> <p>Performs a variety of recurring and related tasks or functions utilizing established processes.</p> <p>Resolves problems of limited complexity and/or refer to appropriate technical experts.</p>	<p>Demonstrates an understanding of the general principles and practices, standards, processes, and references associated with the work performed.</p> <p>Applies technical knowledge and skills to standard and non-standard work assignments</p> <p>Analyzes problems, determines a course of action to resolve issues, and documents solutions that solve client problems</p> <p>Solves unusual problems requiring the application of non-standardized and changing data</p>	<p>Demonstrates a comprehensive understanding of principles, theories, and practices pertinent to the organization.</p> <p>Identifies trends in reoccurring problems and develops solutions.</p> <p>Applies and interprets technical knowledge to resolve unique or highly complex situations and develops advanced solutions to improve delivery.</p> <p>May serve as the technical expert within the work group. Directs and coaches others regarding application and interpretation of technical issues.</p>

Minimum Training and Experience:

Graduation from a four-year college or university with a major in information technology, computer science or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.